



**Human Resources Enterprise
Customer Council Meeting**

April 7, 2004

1:30-3:30

**Grimes North Conference Room
Grimes Building**

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|---|---------------------------------|
| 1. Call to Order | Nancy Richardson |
| 2. Approval of 3-3-04 Minutes | Nancy Richardson |
| 3. Report on Joint Council Leadership Meeting | Nancy Richardson |
| 4. Financials | Denise Sturm |
| • Mock Billing | |
| • FY05 Rates, Legislative Update | |
| • Preliminary FY06 HRE Costs | |
| 5. Complaint Resolution Process | Nancy Richardson |
| 6. Customer Input Subcommittee Report/
FY05 Service Level Agreements | Nancy Berggren/Pat Lantz |
| 7. FY06 Rate Setting Process | Nancy Richardson |
| 8. Future Meetings | Nancy Richardson |
| 9. Close and Adjourn | Nancy Richardson |